DEPARTMENT OF HEALTH & HUMAN SERVICES
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Office of Information Services

Enterprise User Administration

Users Guide

Version 1.1

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Introduction

This guide provides information on the Enterprise User Administration (EUA) system used by the Centers for Medicare & Medicaid Services (CMS) and the CMS Data Center (CMSDC). The guide discusses the role of EUA in userid and password management, and provides instructions for installation and operation of EUA support products available to the user.

EUA is a system used by CMS to manage enterprise userids and passwords. It allows for centralized administration of userids on the entire CMS enterprise including the mainframe systems, mid-tier devices such as AIX or SUN systems, network operating systems such as Netware or Windows, and database platforms such as Oracle, Sybase, and MS SQL. The system utilizes online data to automate the approval process for access requests, and provides logging and auditing support.

EUA only manages resources resident at the CMSDC and at CMS Web sites. Therefore, it does not control remote dialup access userids provided by AGNS, or Health and Human Services (HHS) provided resources such as the Integrated Time and Attendance System (ITAS) and the new Email system. Users need to manage those userids and passwords through mechanisms provided in those environments. EUA also does not manage local IDs created in application tables. Users need to contact application owners for instructions on how these can be maintained.

New User Requests

The process for new users requesting access to CMS resources requires submission of a signed paper request form. For CMS employees, the new user provisioning process is handled by the agency personnel department. New contractor personnel need to complete the Application for Access to CMS Computer Systems Form available at

http://www.cms.hhs.gov/mdcn/hdcidform.asp

The contractor should forward the signed form according to the instructions provided with it.

User Change Requests

All users may submit change requests by sending an email to the RACF Group Administrator (RGA) responsible for their userids. The RGA will enter the request into EUA, where it will be routed to the appropriate approving authorities. Contractors must immediately notify CMS upon termination of any employees who hold CMS userids.

CMS Userid Certification Requirements

CMS requires everyone who has an enterprise userid to complete an annual certification of their access needs, and to take a security Computer Based Training (CBT) course. Users who do not complete these tasks by their certification due date will have their access rights revoked.

Six weeks prior to the due date, each user receives an email message notifying them of the need to certify and complete the CBT. The email contains Web browser links to the EUA PassPort application, and to the CBT Web pages. A printed letter is sent to those users who do not have email addresses on file with CMS. Some external users may not be able to access the PassPort and CBT services. These services are not available from the Internet, but are accessible over the Medicare Data Communications Network (MDCN). The user notifications also include instructions on using the existing paper based certification process, and an alternate CBT process.

Two weeks before the due date, a reminder notice is sent to those users who have not completed the certification requirements. If the users do not certify before the deadline, their access rights are revoked.

Users whose access rights have been revoked due to non-certification need to request reinstatement by sending an email to CMSEUA@cms.hhs.gov. If the user is a CMS employee, the request should come from their supervisor. For all other users, the RGA or project officer for the contract should send the request. Reinstatements will only be granted for a two week period. If the user does not complete the certification within the two week period, the userid will again be revoked.

Note that both the paper and electronic certifications require CMS approval before the user is considered certified. Please allow some time for this approval process, i.e., don't wait until the day before expiration to submit the certification request.

EUA PassPort

PassPort is a Web based application used to provide users with an interface to EUA. The two principal uses of PassPort are for the annual user certification of access requirements, and password management. Use of PassPort is not required by CMS, but its capabilities should simplify the userid management process for users.

Installation of PassPort

Since PassPort is a Web based application, no user installation is needed. The only software needed on the user workstation is a Web browser such as Internet Explorer or Netscape. CMS employees have an icon for PassPort on their desktops. The icon contains the PassPort logo:

Other users can create a desktop icon for PassPort. Instructions for creating icons are available in the CMS Remote Access Guide, available at

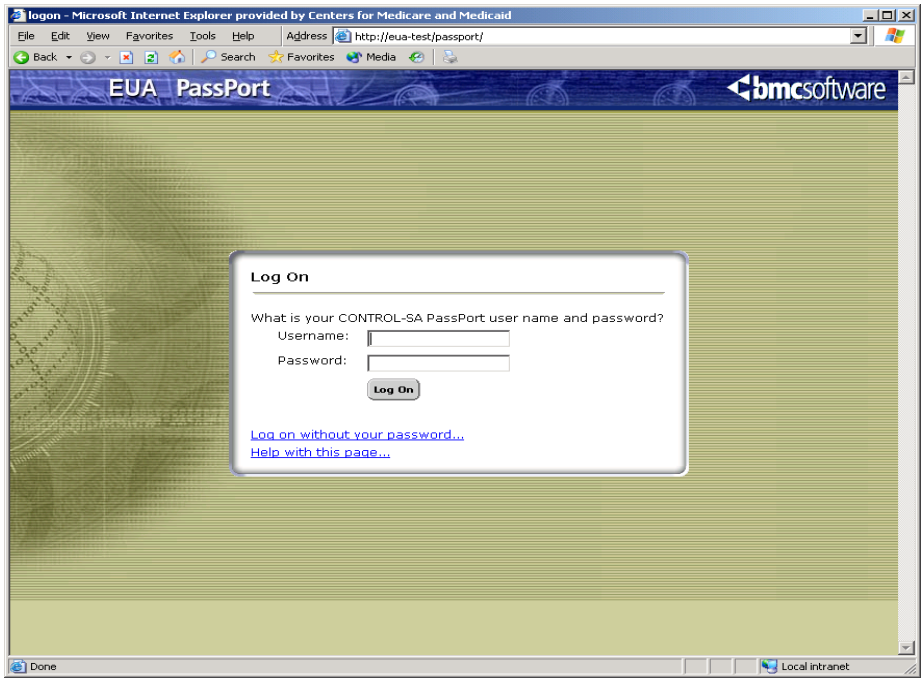
http://www.cms.hhs.gov/mdcn/cmsremoteaccessguide.pdf

Logging on to PassPort

PassPort is accessed by entering the following URL in the Web browser:

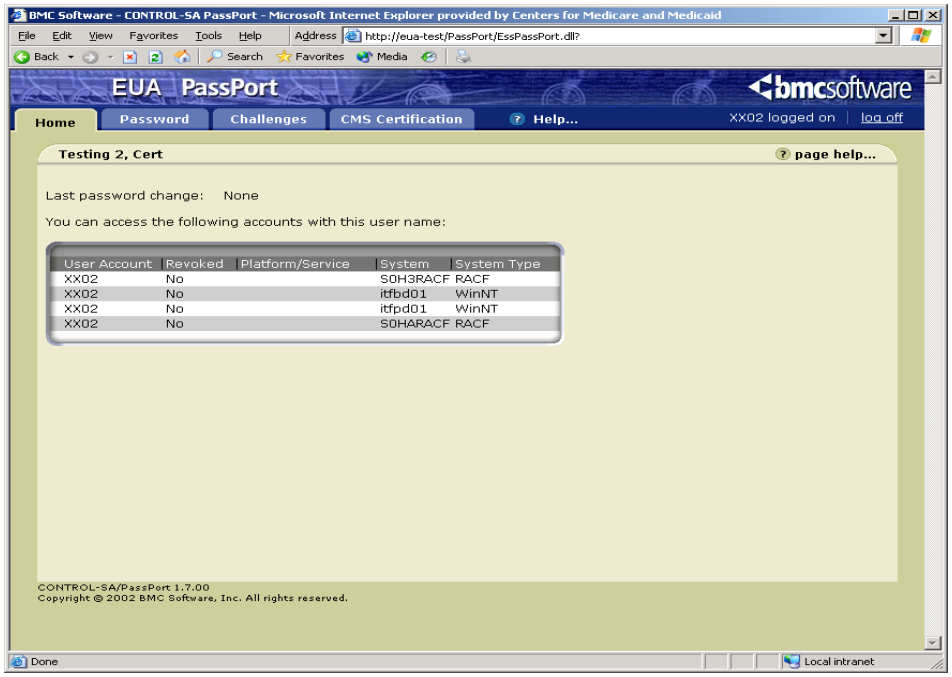
https://158.73.79.141/passport

The user then enters their CMS enterprise userid and password on the following screen:



PassPort Home Screen

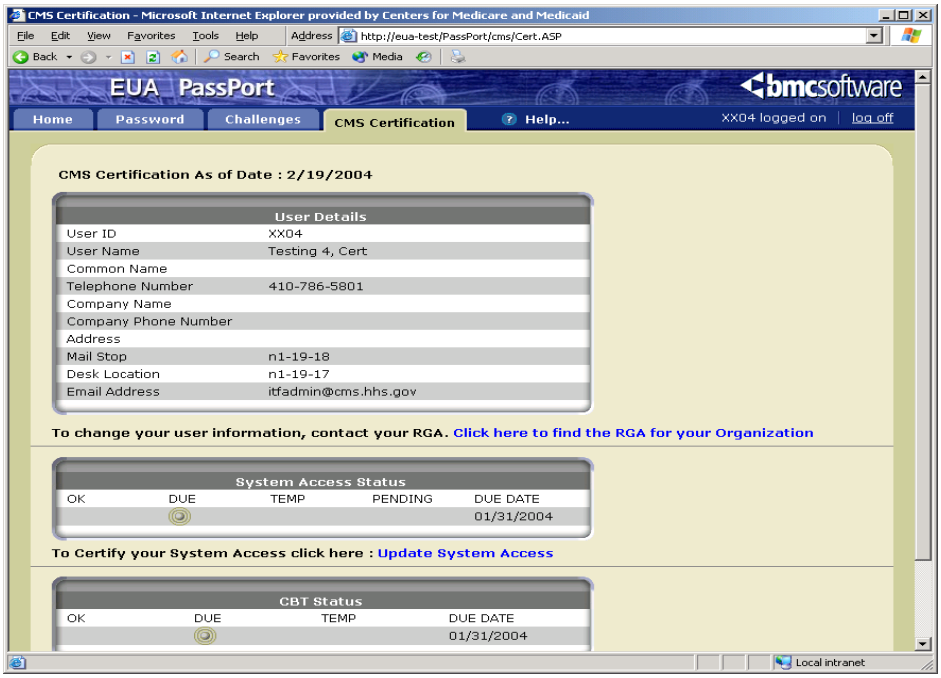
Upon successful login to PassPort, the user is presented with the home screen:



This screen lists the systems on which the user has accounts, and the status of those accounts.

PassPort Certification Screens

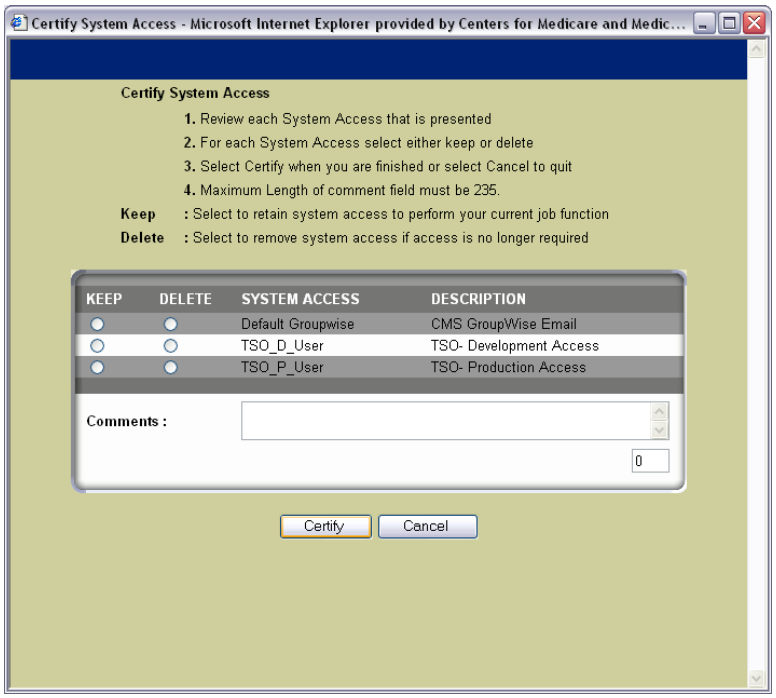
Selecting the CMS Certification tab brings up the following screen:



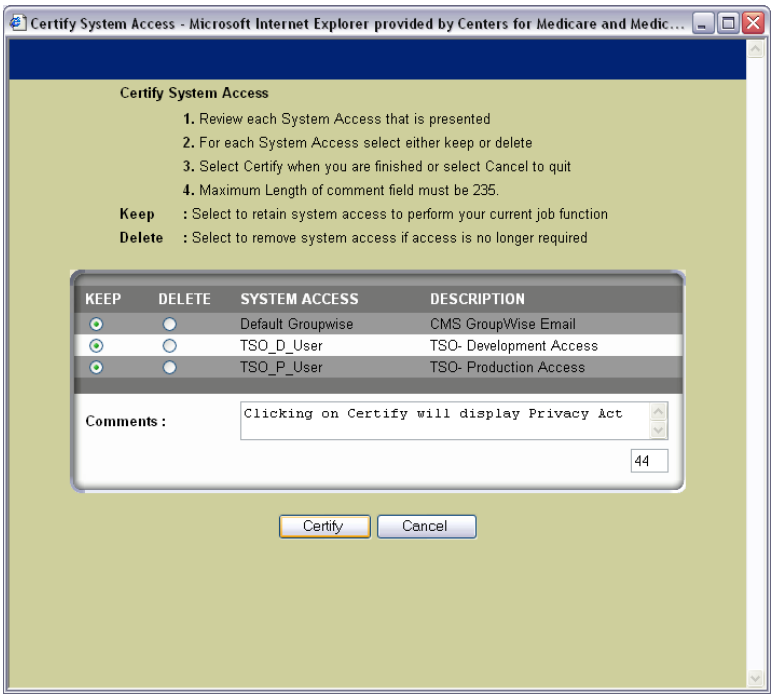
The screen has three sections. The first section presents the user details, as recorded in EUA. If any of this information is incorrect, the user's RGA should be contacted. The link "Click here to find the RGA for your organization" is available to assist users in finding their RGA.

The second section displays the System Access Status. In this example, the user is due for certification, and the due date is 1/31/2004. The third section displays the security CBT status. The example shows this as "DUE", with a due date of 1/31/2004.

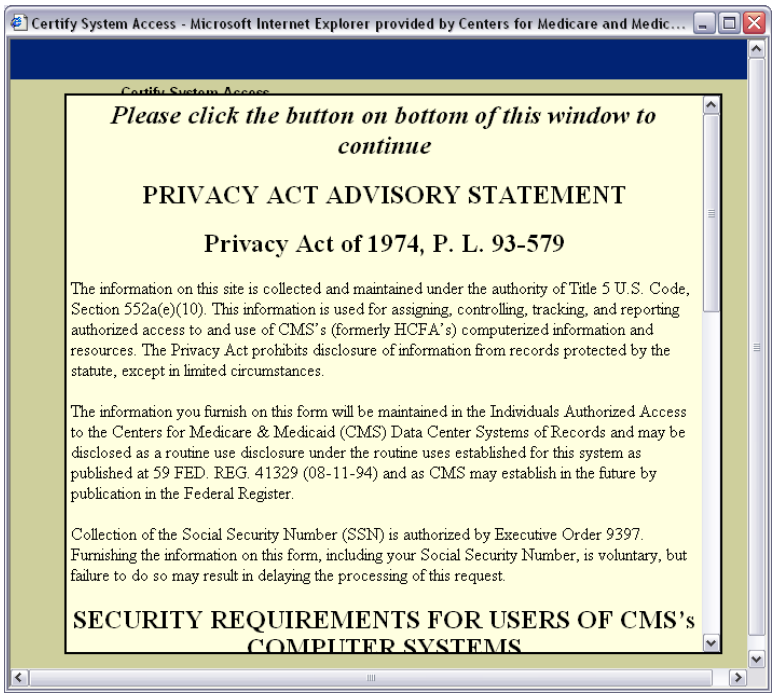
To certify system access, the user should click on Update System Access, at which time the following screen is presented:



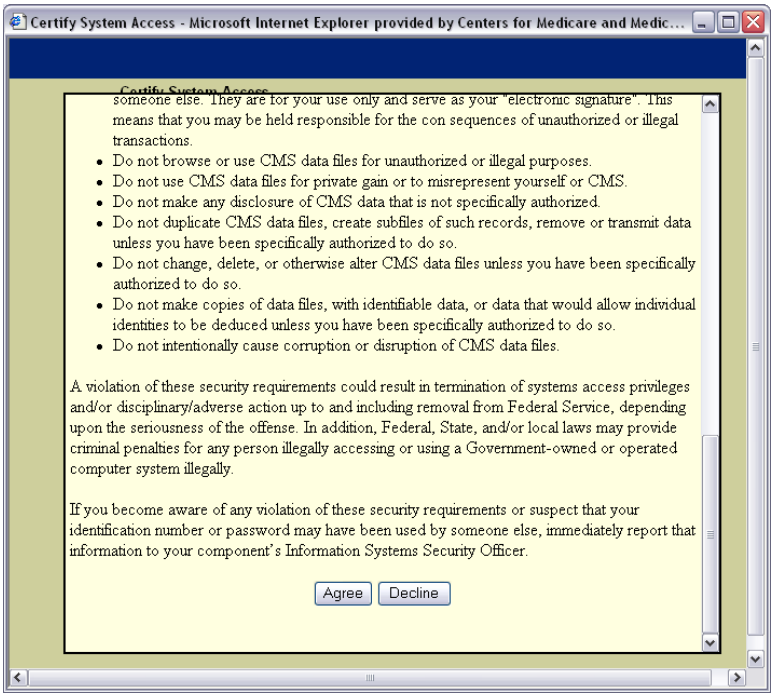
This screen summarizes the accesses the user holds. The user is given the opportunity to select “KEEP” or “DELETE” for each access. The comments box may be used for any comments the user wishes to provide.



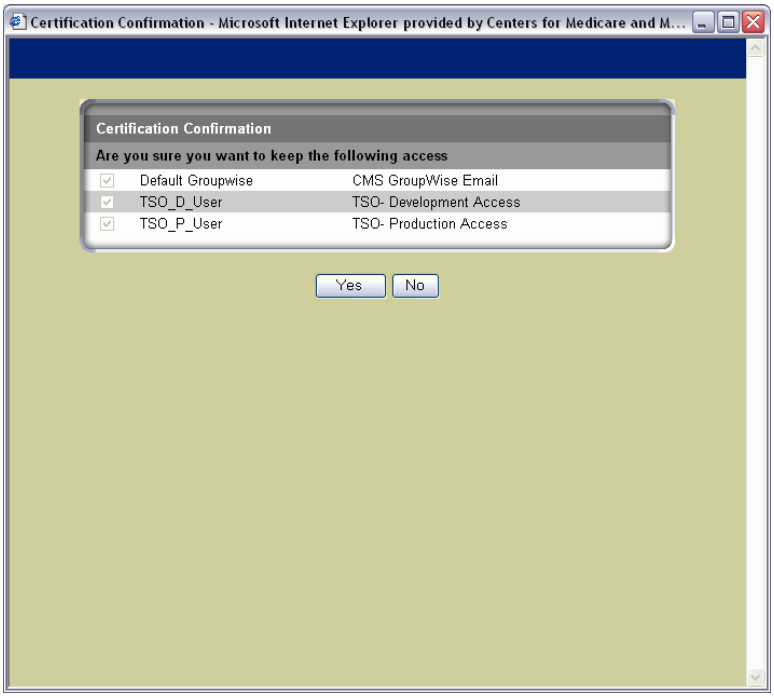
When the user has made a selection for each access, "Certify" is selected. The user is then presented with a Privacy Act statement:



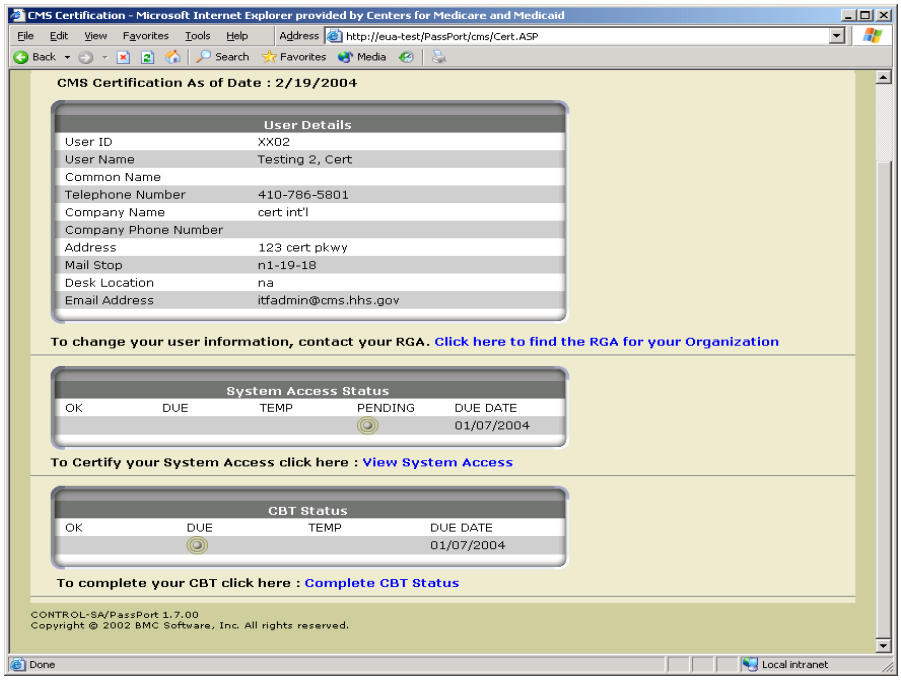
This statement is the same as the one on page 2 of the Application for Access to CMS Computer Systems Form, previously signed by the user. Scrolling down to the bottom of the screen reveals the Agree and Decline buttons:



The user should click on Agree, at which time the following confirmation screen is displayed:



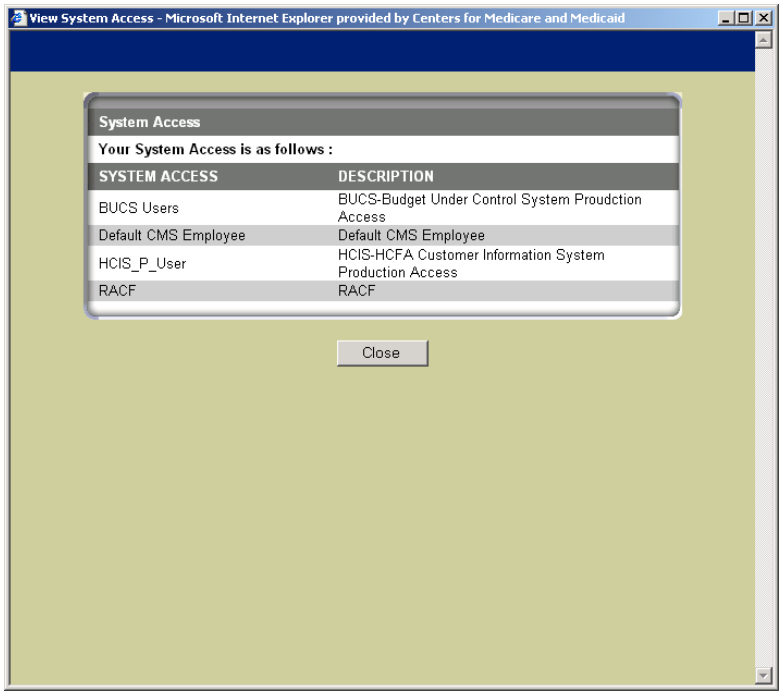
Selecting "Yes" completes the certification process for the user. At this time, the Certification screen changes the status to "PENDING":



Notice that "Update System Access" has been changed to "View System Access". The status is now set to "PENDING". It will remain in this state until the certification has been approved by CMS, at which time the status will change to "OK".

The "Complete CBT Status" link can be selected when the user is ready to take the security CBT. Upon completion, the status will not immediately change to "OK". The status update process for the CBT takes 24 hours. Users are not considered completely certified until both the System Access Status and the CBT Status are set to OK.

Selecting the "View System Access" link will present the user with a summary of accesses:



Users can view their list of accesses at any time, not just during the certification process.

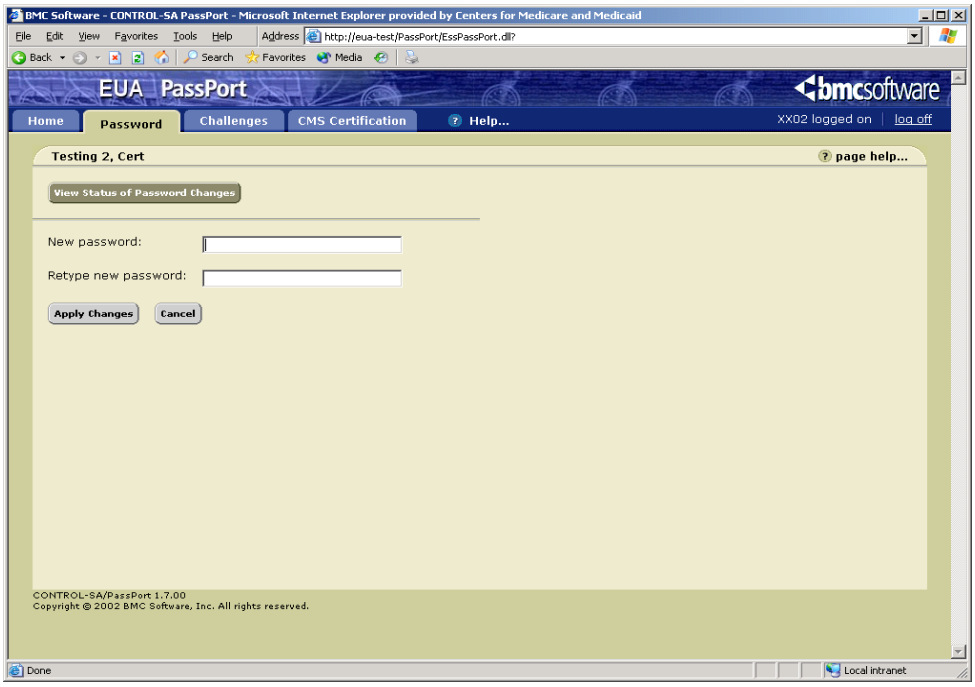
Managing Passwords

The CMS processing environment is diverse. There are hundreds of applications hosted on a variety of platforms and servers. In an effort to reduce complexity for the users, CMS has instituted Password Propagation. This is not exactly the same as Password Synchronization. In synchronization, the systems ensure that passwords are the same on all accounts. With password propagation, changes are done natively on each platform, and password interception logic on some platforms causes the password change to be propagated to all others. This means that a user can change the password on a database platform, such as Oracle or MS SQL, and that change will not affect other platforms. CMS has ensured that password changes on platforms used for initial login, namely the mainframe, Windows NT and Active Directory, Remote Desktop (Metaframe), SUN and AIX, will be propagated to all other environments, including database platforms. As long as users change their passwords on one of these initial entry platforms, or use PassPort to change their passwords, all platforms will have the same password!

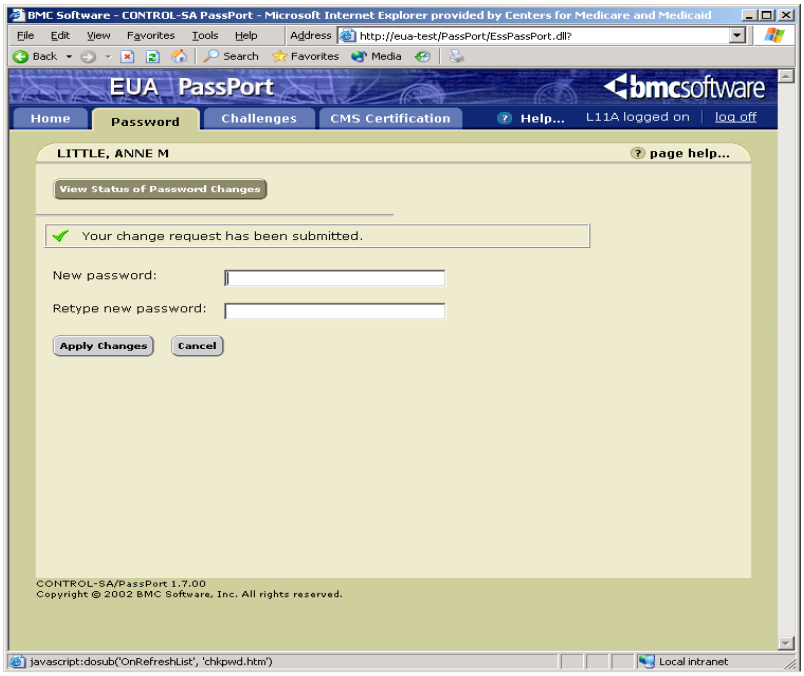
Note that a password change on the Novell Netware CMS LAN environment is synchronized to Active Directory, and will therefore be propagated to all other platforms. This means that changes to CMS employees' LAN passwords will result in change on all other platforms.

Using PassPort to Manage Passwords

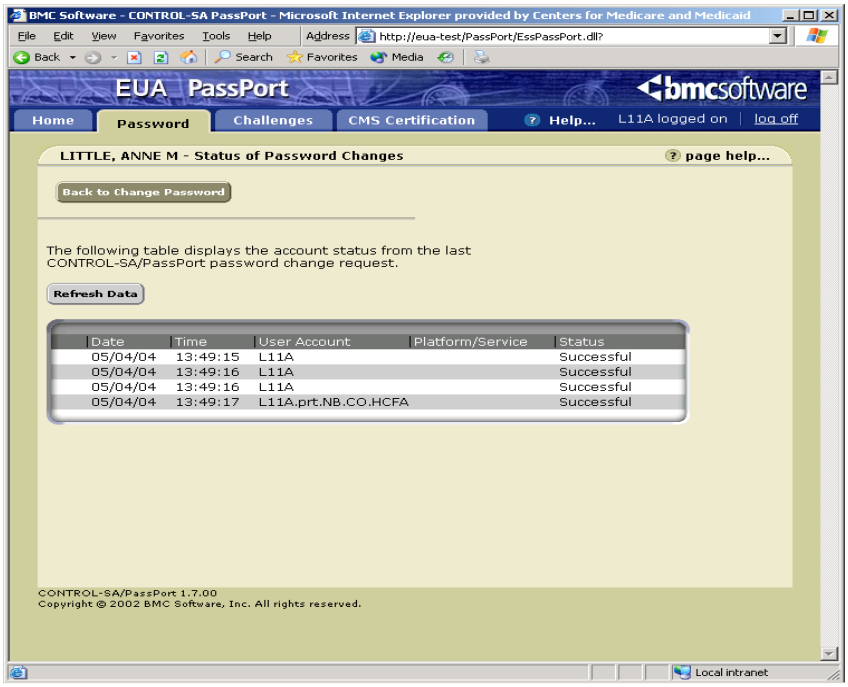
PassPort can be used to manage users' passwords. Selecting the Password tab on PassPort displays the following screen:



The user can then type the new password, retype it for confirmation, and select "Apply Changes". At this time, the screen will show the following:



The status of the changes on the various platforms can be viewed by selecting "View Status of Password Changes":

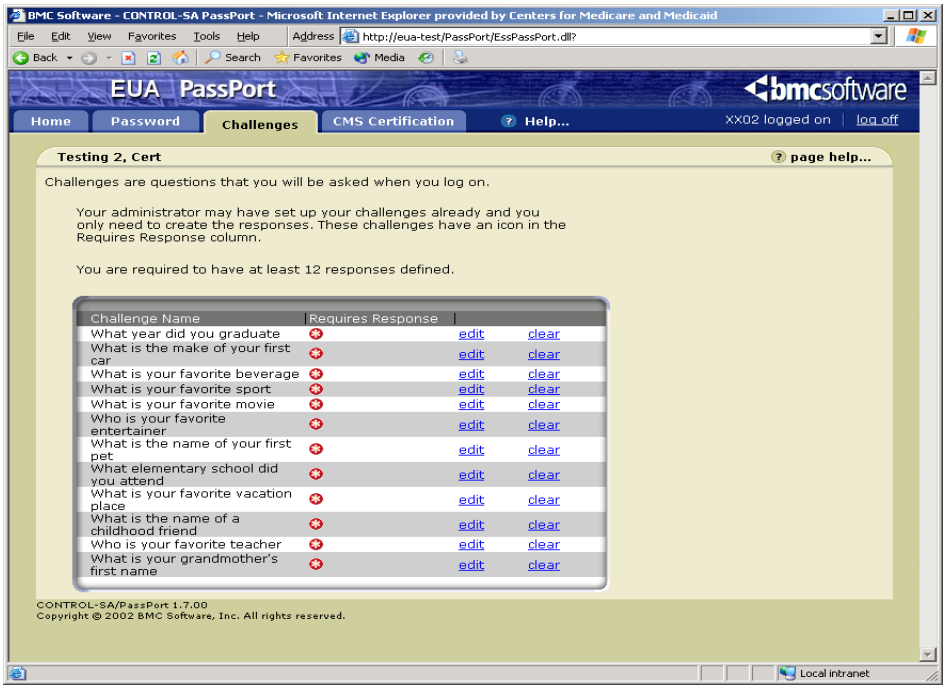


The display shows the status of the password change for all accounts. The user should wait until the status is "Successful" before attempting to log on with that account.

Use of PassPort is optional. Users who cannot use PassPort, or do not wish to use it, can change their passwords when challenged by the platform and still have the change propagated to all other platforms.

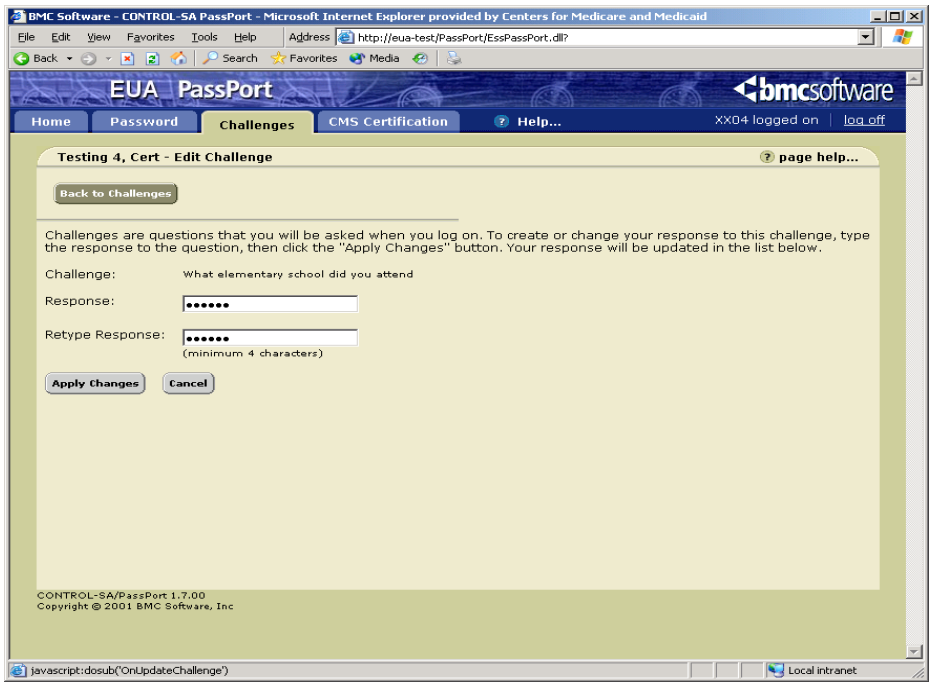
Setting Up Challenges

PassPort can also be used by users who have forgotten their passwords, or who have been revoked by mistyping their passwords. In order to utilize this feature, users need to set up challenges that can be used to authenticate them prior to password reset. This is done by selecting the "Challenges" tab:



The screen contains a list of challenges for which responses are needed. To establish a response for a given challenge, the user selects "edit".

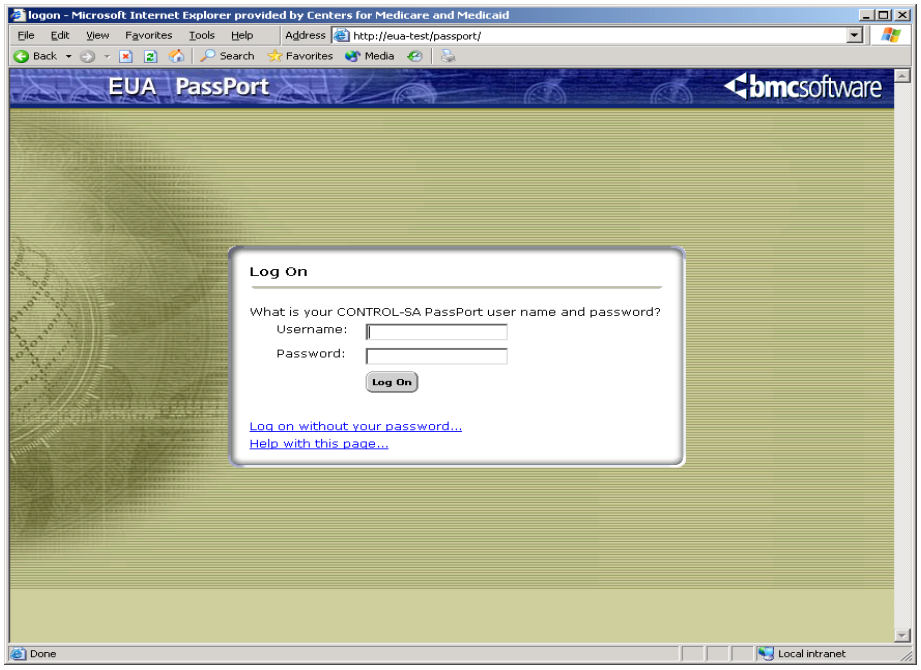
This brings up the "Edit Challenge" screen:



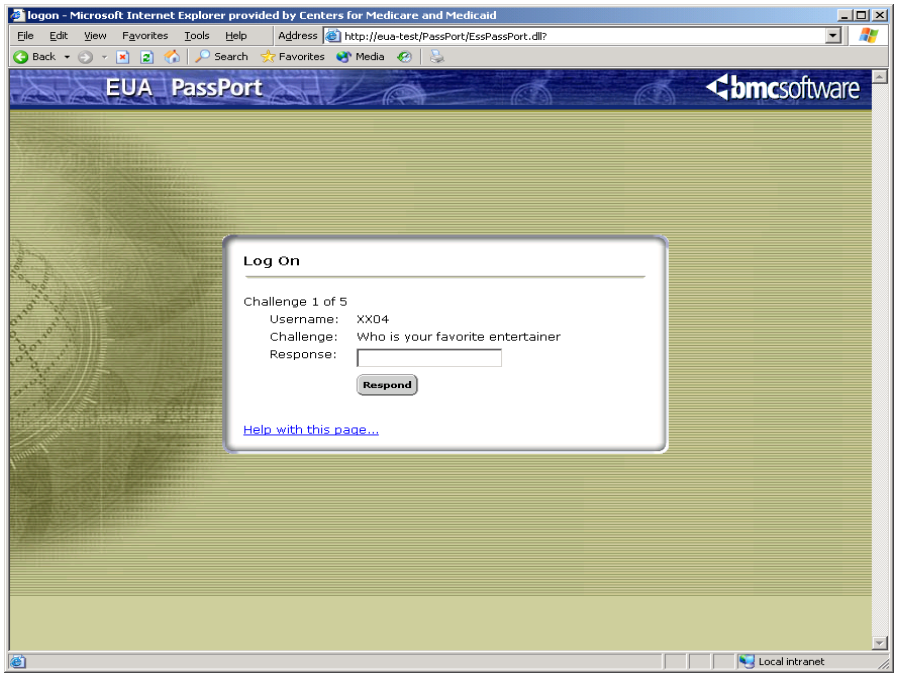
To set up the challenge, the user types and retypes the response, and selects "Apply Changes". Responses need to be provided for all challenges. They must be a minimum of 4 characters, and the same response cannot be used for more than one challenge.

Logging on to PassPort Without a Password

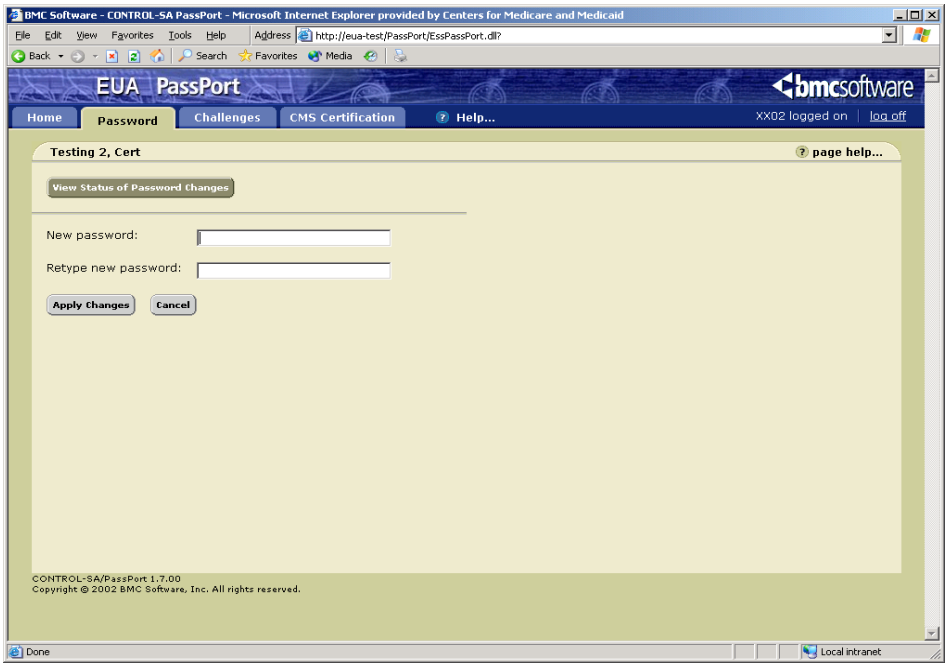
Once the challenges and responses have been set up, the user can access PassPort without a password. This is done by selecting "Log on without your password" in the initial PassPort logon screen:



The user will be asked to provide responses to five randomly selected challenges:



When all five are answered correctly, the user is allowed to access PassPort. At this time, the password can be changed by selecting the Password tab:



Upon completion of the password change, all user accounts are restored with the new password, and the password is valid for 60 days.

Revision History:	
6/01/2004	Version 1.0
10/26/04	Version 1.1 – Privacy Act screen